

# Program 103 Customer Service Standards

## CEO/CSBG

To provide exceptional customer service, Program 103—Community Economic Opportunity Unit/Community Services Block Grant—has established the following standards for responding to our customers.

We will track our compliance and report our progress. Please help hold us accountable by notifying Maitri Sojourner, [maitri.sojourner@commerce.wa.gov](mailto:maitri.sojourner@commerce.wa.gov) (360) 725-2851, any time our service does not comply with these standards.

### **Accessibility and Responsiveness:**

- Our voice mail messages provide the option of accessing a live person at any time by pressing “0.”
- The unit’s administrative telephone line (360-725-2859) is staffed during normal working hours, including lunches and breaks.

### **Telephone communications:**

- We return calls no later than the next business day.
- Our voice mail is updated when we are out of the office and are not available to return calls. Our messages tell our customers who to contact for assistance during our absence and when we anticipate returning to the office.

### **Email:**

- We reply to email when requested by the sender or no later than the next business day. This response may include an advisory that we are currently unable to provide the requested information and when we anticipate we will respond. We may reply by e-mail, telephone, or in person.
- We leave an out-of-office message on email when we are out of the office and unable to immediately respond. Our out-of-office messages tell our customers whom to contact for assistance during our absence and when we anticipate returning to the office.
- Our email messages include a “signature” with our name, job title, phone number and service area.
- When we receive an e-mail and we do not have the expertise or authority to respond, we acknowledge receipt by responding to the e-mail and letting the customer know to whom we are forwarding the e-mail to for response.

### **Correspondence:**

- We reply to correspondence when requested by the sender or no later than ten business days. We may reply by letter, telephone, or in person.

### **Electronic Calendars:**

- We keep our electronic calendars up-to-date.
- We provide our coworkers at Commerce “read” access to our electronic calendars.